

# MEDICAL ASSISTING SERVICES 51.0800.60

## PREPARE TREATMENT ROOM FOR EXAMINATION OF PATIENT MED.1.0

- 1.4 Ensure functionality of all exam room equipment MED.1.4

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- 1.3 Supply fresh linens and paper supplies MED.1.3

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- 1.2 Stock instruments and replenish supplies MED.1.2

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- 1.1 Clean and arrange patient care areas and check for safety hazards before rooming each patient and at end of day MED.1.1

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- 1.5 Position instruments and equipment MED.1.5

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- 1.6 Check dated supplies for expiration; properly dispose of expired supplies MED.1.6

## MANAGE FINANCIAL AND INSURANCE TRANSACTIONS MED.2.0

- 2.1 Complete insurance claim forms correctly (appropriate terminology, insurance plans, current ICD/CPT codes and HIPAA regulations) MED.2.1

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- 2.2 Read, process, apply, and file the explanation of benefits (EOB) MED.2.2

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- 2.3 Enter procedure codes and charges accurately MED.2.3

## DEMONSTRATE BASIC MEDICAL KNOWLEDGE AND COMMUNICATION SKILLS MED.3.0

- 3.1 Identify and define commonly used root word, prefixes, and suffixes MED.3.1

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- 3.2 Identify and use commonly used medical abbreviations MED.3.2

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- 3.3 Demonstrate appropriate verbal and nonverbal communication skills MED.3.3

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- 3.4 Demonstrate coping skills (e.g., trauma, dying, death) MED.3.4

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- 3.5 Demonstrate telephone communication skills (e.g., answering, screening, documenting) MED.3.5

## ASSIST WITH CHARTING PROCEDURES MED.4.0

- 4.1 Complete patient registration forms MED.4.1

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- 4.2 Register patient on arrival and verify patient and chart using two patient identifiers MED.4.2

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- 4.3 Practice confidentiality of patient data following HIPAA regulations MED.4.3

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**4.4 Identify and use the correct chart forms (paper and electronic)** MED.4.4

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**4.5 Note date, time, and reason for visit** MED.4.5

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**4.6 Demonstrate knowledge of data collection formats for record keeping (e.g., SOAP, CHEDDAR, HPIP, POMR)** MED.4.6

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**PERFORM SCHEDULING  
AND OTHER OFFICE  
FUNCTIONS** MED.5.0

**5.1 Obtain and verify patient information for scheduling registration and check-in** MED.5.1

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**5.2 Schedule patient appointments (paper and electronic); provide patients with complete appointment information** MED.5.2

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**5.3 Sort and prioritize mail, email, and FAXES** MED.5.3

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**5.4 Prioritize and process telephone calls** MED.5.4

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**5.5 Obtain prior authorization from insurance companies** MED.5.5

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**5.6 Process referrals** MED.5.6

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**5.7 Process patient for checkout and provide any additional instructions** MED.5.7

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**5.8 Perform basic computer applications (word processing, spreadsheet, electronic health records, practice management software)** MED.5.8

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**PREPARE PATIENT FOR  
PHYSICAL  
EXAMINATION** MED.6.0

**6.1 Verify patient identification using two forms of identification** MED.6.1

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**6.2 Check vital signs (including manual blood pressure); obtain chief complaint, allergies, medication history, and pain level; and record findings** MED.6.2

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**6.3 Weigh and measure (standard and metric) height of patient** MED.6.3

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**6.4 Measure chest and head circumference of pediatric patient** MED.6.4

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**6.5 Recognize changes in patient condition and report changes to licensed health care provider** MED.6.5

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**6.6 Prepare patient for exam or procedure (gown/drape)** MED.6.6

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**6.7 Place patient in appropriate position for procedure (sitting, standing, supine, Sims, Fowler's, semi-Fowler, prone, Trendelenberg, lithotomy)** MED.6.7

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**6.8 Provide for patient comfort, safety, and privacy/modesty** MED.6.8

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**6.9 Instruct patients in preparation for examinations and procedures (e.g., routine physical exams and specialty exams)** MED.6.9

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**ASSIST IN THE  
ADMINISTRATION OF  
SELECTED TREATMENTS  
AND  
MEDICATIONS** MED.7.0

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- 7.1** Change dressings or bandages MED.7.1
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- 7.2** Perform wound care (e.g., sterile technique, cultures) MED.7.2
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- 7.3** Recognize changes in wound and report to licensed health care provider MED.7.3
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- 7.4** Remove sutures and skin staples MED.7.4
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- 7.5** Assist with physical modalities (e.g., application of heat/cold, splints/slings, ACE bandages) MED.7.5
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- 7.6** Analyze medication to be administered for correct use, dosage range, side effects, contraindications, and patient education MED.7.6
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- 7.7** Identify apothecary measurements MED.7.7
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- 7.8** Perform dosage calculations MED.7.8
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- 7.9** Calculate amount and prepare medication to be administered to patient MED.7.9
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- 7.10** Administer provider-prescribed medication via specified routes applying the “eight rights” MED.7.10
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- 7.11** Re-evaluate patient for adverse reactions and report changes to licensed health care provider MED.7.11
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- 7.12** Perform prescription refills as directed by licensed health care provider MED.7.12
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- 7.13** Explain vaccinations (e.g., types/use, administration, record keeping) MED.7.13

**ASSIST PROVIDER WITH  
PATIENT  
EXAMINATION** MED.8.0

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- 8.1** Provide instruments and materials as directed MED.8.1
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- 8.2** Assist physician in minor surgery MED.8.2
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- 8.3** Collect and process specimens MED.8.3
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- 8.4** Recognize a medical emergency and assist in providing aid MED.8.4
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- 8.5** Explain and demonstrate cardiopulmonary resuscitation MED.8.5
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- 8.6** Perform CLIA-waived point-of-care testing MED.8.6
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- 8.7** Employ principles of asepsis (e.g., sanitization, disinfection, sterilization) MED.8.7
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- 8.8** Assist with patient education/instruction MED.8.8
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**MANAGE MEDICAL RECORDS** MED.9.0

- 9.1 Identify components of the medical record MED.9.1
- 9.2 Ensure completeness of the medical record MED.9.2
- 9.3 Maintain integrity and security of the medical record MED.9.3
- 9.4 Explain medical filing systems (e.g., numeric, alphabetical) MED.9.4
- 9.5 Explain record retention practices MED.9.5
- 9.6 Explain release of medical record and HIPAA requirements MED.9.6

**APPLY STANDARD PRECAUTIONS AND SAFETY MEASURES** MED.10.0

- 10.1 Demonstrate knowledge of communicable diseases and bloodborne pathogens MED.10.1
- 10.2 Use Universal Precautions according to OSHA (Occupational Safety and Health Administration) and use Transmission-based Precautions according to CDC (Center for Disease Control) MED.10.2
- 10.3 Use proper hand hygiene according CDC (Center for Disease Control) MED.10.3
- 10.4 Don, remove, and discard PPE (personal protective equipment such as gloves, gowns, masks, lab coats, goggles, and face shields) according to standard procedure MED.10.4
- 10.5 Demonstrate knowledge of isolation and the use of isolation procedures MED.10.5
- 10.6 Comply with hazardous labeling requirements according to OSHA (e.g., safety signs, symbols, and special instructions) MED.10.6
- 10.7 Describe procedures for cleaning laboratory spills MED.10.7
- 10.8 Handle and dispose of contaminated and hazardous items according to OSHA guidelines MED.10.8
- 10.9 Use fire and chemical safety protocols (e.g., SDSs and the use of fire extinguishers) MED.10.9
- 10.10 Describe evacuation plans used by various facilities and statewide alert codes MED.10.10
- 10.11 Maintain a clean work area (e.g., cleaning agents, Clorox, and other disinfectants) MED.10.11
- 10.12 Maintain a safe work environment (e.g., proper storage of equipment, materials, and chemicals; proper containment of food and personal items; hair tied back and minimal jewelry) MED.10.12

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**10.13** Use equipment, materials, and chemicals according to manufacturer guidelines MED.10.13

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**10.14** Report unsafe conditions for self and others (e.g., frayed cords, spillages, puddles on floor, bed rails down) MED.10.14

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**10.15** Demonstrate proper body mechanics and lifting techniques MED.10.15

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**10.16** Demonstrate imaging safety MED.10.16

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**10.17** Practice NPSG (National Patient Safety Goals) MED.10.17

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**10.18** Demonstrate understanding of and maintain SDSs (Safety Data Sheets) MED.10.18

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**APPLY LEGAL AND ETHICAL PRACTICES** MED.11.0

**11.1** Follow local, state, and federal laws and regulations for Medical Assistants MED.11.1

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**11.2** Explain HIPAA regulations and requirements MED.11.2

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**11.3** Adhere to organizational policy and procedures for Medical Assistants MED.11.3

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**11.4** Maintain positive professional relationships in the workplace MED.11.4

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**11.5** Understand and respect cultural differences MED.11.5

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**11.6** Perform professional responsibilities with honesty, reliability, and integrity MED.11.6

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**11.7** Perform only those tasks for which training has been received MED.11.7

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**PERFORM OTHER CLINICAL SKILLS** MED.12.0

**12.1** Perform venipuncture MED.12.1

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**12.2** Perform electrocardiograms MED.12.2

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**12.3** Perform visual acuity and color vision testing MED.12.3

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**12.4** Perform audiometry MED.12.4

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**12.5** Perform basic spirometry and peak flow testing MED.12.5

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**12.6** Administer SVN (small volume nebulizer) treatment MED.12.6

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**12.7** Perform pulse oximetry MED.12.7

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**12.8** Perform ear lavage MED.12.8

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**IDENTIFY STRUCTURE  
AND FUNCTION OF BODY  
SYSTEMS** MED.13.0

**13.1** Identify structure and function of the Integumentary System MED.13.1

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**13.2** Identify structure and function of the Musculoskeletal System MED.13.2

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**13.3** Identify structure and function of the Circulatory System MED.13.3

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**13.4** Identify structure and function of the Respiratory System MED.13.4

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**13.5** Identify structure and function of the Gastrointestinal System MED.13.5

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**13.6** Identify structure and function of the Urinary System MED.13.6

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**13.7** Identify structure and function of the Nervous System MED.13.7

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**13.8** Identify structure and function of the Endocrine System MED.13.8

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**13.9** Identify structure and function of the Reproductive System MED.13.9

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**13.10** Identify structure and function of the Sensory System MED.13.10

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**13.11** Identify structure and function of the Lymphatic System MED.13.11